

ICT usage in enterprises 2024

Enterprises with 0–9 employees

ICT usage in enterprises (It-användning i företag) is an annual survey conducted to measure the usage of various types of ICT systems and ICT-related technologies, as well as the prevalence of e-commerce. The results from the survey are utilized to generate Sweden's official statistics, serving as a basis for decision-making within Sweden and the EU, as well as for debates and research.

The survey consists of the following modules:

- A. Access to and use of internet
- B. E-commerce sales
- C. ICT specialists and skills
- D. ICT security
- E. Artificial intelligence

- The form requests information about the situation at the beginning of 2024 and the data for the entire year 2023. If the question pertains the entire year, the year 2023 is explicitly mentioned in the question. If no year is specified, the information is intended to reflect the situation at the beginning of 2024.
- Please note that the provided information should only pertain to the enterprise whose name and corporate identity number are indicated on the form.

Note: This document serves solely as support for the survey. The survey should be answered and submitted through Statistics Sweden's website using the unique login credentials received by the company. The web form adapts based on how you respond to the questions, meaning that not all companies will receive all the survey questions. For more information about the survey, please visit: <https://www.scb.se/it-foretag>.

Postadress

701 89 ÖREBRO
Solna strandväg 86, 171 54 SOLNA
www.scb.se
Organisationsnummer: 20 21 00-0837

Besöksadress

Klostergatan 23
Solna strandväg 86
E-post: scb@scb.se
Momsregnummer: SE202100083701

Telefon

010-479 40 00

A. Access to and use of internet

1. Indicate and estimate of the percentage of the total number of persons employed who have access to the internet for business.

Include employees who have access to the internet but never use the internet and/or employees that at least sometimes use a computer, mobile phone, or similar, that allows internet access.

If exact information is unavailable, an estimate can be provided.

Share of the enterprise's employees	%
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If 0 %, go to question 8.

A1. Use of a fixed line connection to the internet for business purposes

Refers to connection at your workplace (or on the premises) to the internet that goes via, for example:

- Fixed line telephone network, e.g., DSL, ADSL, VDSL, or SDSL.
- Cable television network.
- Public wireless networks, e.g., public Wi-Fi, hotspots.

Wireless networks (such as Wi-Fi) are regarded as fixed connections, **assuming they are connected to a fixed connection.**

2. Does your enterprise use any type of fixed line connection to the internet?

- Yes
- No

If "No", go to question 4.

3. What is the maximum contracted download speed of the fastest fixed line internet connection of your enterprise?

Note. If you have fixed line connections at multiple addresses, select the speed of the fastest connection. The contracted download speed may be specified on your **invoice**.

- Less than 30 Mbit/s
- At least 30 but less than 100 Mbit/s
- At least 100 but less than 500 Mbit/s
- At least 500 but less than 1 Gbit/s
- At least 1 Gbit/s

Example questionnaire

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B. E-commerce sales

E-commerce sales means:

- Customers order/book directly on a website, app, or EDI type of messages using methods specifically designed to receive orders. Payment does not have to be made online.
- Internal handling of orders does not need to be automated.

Do not include orders/bookings received via manually written e-mail, telephone, text message or via messages on social media.

E-commerce sections:

Please report web sales in section B1 and EDI sales in section B2. They are defined by the way the customer places the order:

- B1. Web sales: the customer places the order on a website or via an app.
- B2. EDI types of orders: an EDI order is created in the customer's business system and orders are made by business to business (B2B).

B1. Web sales of goods or services

Web sales cover orders, bookings and reservations placed by your customers via:

- Enterprise's websites or apps:
 - Online store (web shop).
 - Web forms.
 - Extranet (web shop or web forms).
 - Booking/reservation applications for services.
 - Apps for mobile devices or computers.
- E-commerce marketplace websites or apps (used by several enterprises for trading goods or services) e.g., Amazon, Booking, Bookatable, Bokadirekt, Foodora.

Note web sales also refers to digital bookings of appointments for e.g., haircut, car service, restaurant table.

Do not include orders/bookings received via manually sent e-mail, telephone, text message or via messages on social media.

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4. During 2023, did your enterprise have web sales of goods or services via:

	Yes	No
a) Enterprise's own website / app or joint website / app in your enterprise group, franchise or company chain.	<input type="checkbox"/>	<input type="checkbox"/>
b) An e-commerce site where several enterprises sell, e.g. Amazon, Booking, Bookatable, Bokadirekt, Foodora.	<input type="checkbox"/>	<input type="checkbox"/>

If both 4a) and 4b) = "No" go to question 12.

5. During 2023, what percentage of total turnover was generated by web sales of goods or services? ^[1]

If exact information is unavailable, an estimate can be provided.

Share of enterprise's total turnover	%
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[1] Web sales cover orders, bookings and reservations placed by your customers via:

- Enterprise's websites or apps e.g., online store (web shop), web forms, extranet.
- E-commerce marketplace websites or apps (used by several enterprises for trading goods or services) e.g., Amazon, Booking, Bookatable, Bokadirekt, Foodora.

6. During 2023, what was the percentage breakdown of the value of web sales for the following?

Answer based on the response to question 4. If exact information is unavailable, an estimate can be provided.

Share of web sales via website/app	Percentage
a) Enterprise's own website/app or joint website/app in your enterprise group, franchise or company chain.	%
b) An e-commerce site where several enterprises sell, e.g., Amazon, Booking, Bookatable, Bokadirekt, Foodora.	%
The total sum	%

Note. The total sum of (a) and (b) should be 100%.

7. During 2023, did your enterprise have web sales to customers located in the following geographic areas?

Geographic areas	Yes	No
a) Sweden.	<input type="checkbox"/>	<input type="checkbox"/>
b) Other EU countries. ^[1]	<input type="checkbox"/>	<input type="checkbox"/>
c) Rest of the world.	<input type="checkbox"/>	<input type="checkbox"/>

[1] In addition to Sweden, the EU consists of Belgium, Bulgaria, Cyprus, Denmark, Estonia, Finland, France, Greece, Ireland, Italy, Croatia, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, the Czech Republic, Germany, Hungary and Austria.

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C. ICT specialists and skills

8. Does your enterprise employ ICT specialists? ^[1]

That is, employees whose main tasks involve ICT, such as software support, operation and maintenance of ICT systems, application development, and website development. For examples of occupational groups, click on "Show more information" ^[1].

- Yes
- No

[1] Examples of occupational groups, retrieved from the Standard for Swedish Occupational Classification (SSYK).

- Software, web or system developers
- M.Sc. information technology, computer technology, hardware, electronics
- Support technician, IT
- Data techniques
- Network techniques
- System technician, IT
- Operation technician, data
- IT Manager
- Service technician, data
- Computer repair
- Graphic designer
- Interactive designer
- IT teacher
- Network or database administrator
- Technical salesman in IT.

9. During 2023, who performed your enterprise's ICT functions?

Refers to support of software; operation and maintenance of IT systems, applications, websites, as well as development of IT systems, etc.

	Yes	No
a) Own employees (including those employed in parent or affiliate enterprises).	<input type="checkbox"/>	<input type="checkbox"/>
b) External suppliers (e.g. consultants or via service agreements).	<input type="checkbox"/>	<input type="checkbox"/>

D. ICT security

Refers to measures, controls, and procedures applied to ICT systems and ICT services to ensure the confidentiality, integrity, and availability of data.

D1. ICT security measures

10. Does your enterprise apply any of the following ICT security measures on its ICT systems?

Refers to measures applied by **your enterprise or by another enterprise**.

ICT security measures	Yes	No
a) Authentication via strong password (e.g. minimum length, use of numbers and special characters, changed periodically).	<input type="checkbox"/>	<input type="checkbox"/>
b) Authentication via biometric methods used to access the enterprise's ICT system (e.g. authentication based on fingerprints, voice recognition, face recognition).	<input type="checkbox"/>	<input type="checkbox"/>
c) Identification based on a combination of at least two other identification methods. ^[1]	<input type="checkbox"/>	<input type="checkbox"/>
d) Encryption of data, documents, or e-mails. ^[2]	<input type="checkbox"/>	<input type="checkbox"/>
e) Data backup to a separate location, including backup to the cloud.	<input type="checkbox"/>	<input type="checkbox"/>

[1] A combination of e.g., user-defined password, one-time password (OTP), code generated via a security token or received via a smartphone, biometric method (e.g., based on fingerprints, voice, face)).

[2] Information encrypted to prevent unauthorized parties from reading the information. Authorized parties can read the information as usual without checking the encryption.

11. Does your enterprise have document(s) on measures, practices or procedures on ICT security?

Documents on ICT security and confidentiality of data cover employee training in ICT use, ICT security measures, the evaluation of ICT security measures, plans for updating ICT security documents, etc.

Yes

No

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D2. Incidents related to ICT operations or ICT security

12. During 2023, did your enterprise experience any ICT related security incident leading to the following consequences?

Consequences	Yes	No
a) Unavailability of ICT services due to hardware or software failures.	<input type="checkbox"/>	<input type="checkbox"/>
b) Unavailability of ICT services due to attack from outside, e.g. ransomware attacks, Denial of Service attacks.	<input type="checkbox"/>	<input type="checkbox"/>
c) Destruction or corruption of data due to hardware or software failures.	<input type="checkbox"/>	<input type="checkbox"/>
d) Destruction or corruption of data due to infection of malicious software or unauthorised intrusion.	<input type="checkbox"/>	<input type="checkbox"/>
e) Disclosure of confidential data due to intrusion, pharming, phishing attack, intentional actions by own employees.	<input type="checkbox"/>	<input type="checkbox"/>
f) Disclosure of confidential data due to unintentional actions by own employees.	<input type="checkbox"/>	<input type="checkbox"/>

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E. Artificial intelligence

Artificial intelligence (AI) refers to systems that use technologies such as: **text mining, computer vision, speech recognition, natural language generation, machine learning and deep learning**. The technology can be used to both collect data and utilize data to predict, recommend, or decide, with varying degrees of autonomy, the best course of action to achieve specific goals.

Artificial intelligence systems **can be purely software based**, e.g.:

- Chatbots and business virtual assistants based on natural language processing.
- Face recognition systems based on computer vision or speech recognition systems.
- Machine translation software.
- Data analysis based on machine learning.

Or **embedded in devices**, e.g.:

- Autonomous robots for warehouse automation or production assembly works.
- Autonomous drones for production surveillance or parcel handling.

13. Does the enterprise use any of the following Artificial Intelligence technologies?

AI technologies	Yes	No
a) AI technologies performing analysis of written language (text mining).	<input type="checkbox"/>	<input type="checkbox"/>
b) AI technologies converting spoken language into machine-readable format (speech recognition).	<input type="checkbox"/>	<input type="checkbox"/>
c) AI technologies generating written or spoken language (natural language generation).	<input type="checkbox"/>	<input type="checkbox"/>
d) AI technologies identifying objects or persons based on images (image recognition, image processing).	<input type="checkbox"/>	<input type="checkbox"/>
e) Machine learning (e.g. deep learning) for data analysis.	<input type="checkbox"/>	<input type="checkbox"/>
f) AI technologies automating different workflows or assisting in decision making (AI based software robotic process automation).	<input type="checkbox"/>	<input type="checkbox"/>
g) AI technologies enabling physical movement of machines via autonomous decisions based on observation of surroundings (autonomous robots, self-driving vehicles, autonomous drones).	<input type="checkbox"/>	<input type="checkbox"/>

F. Any remarks and time required**Remarks****How much time did it take to compile and provide the requested information?**

Statistics Sweden actively works to reduce the time that enterprises and organizations spend on providing information. Therefore, we appreciate it if you respond to our voluntary question.

Hours**Minutes****Postadress**

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